

 U.S. Department of Transportation National Highway Traffic Safety Administration		DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET:www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100148	
		Date Received 22-DEC-2010	Repository ☐ Reference No. 10372060		
OWNER INFORMATION (Type or Print)				Daytime Telephone Number Evening Telephone Number	
Name Address		City ALBANY		State GA	Zip Code [REDACTED]
<i>The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).</i>					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1FMYU60E02U [REDACTED]		Make FORD	Model EXPLORER SPORT	Model Year 2002	
Date Purchased 10-30-2002	Dealer's Name and Telephone Number Sunbelt Ford-Mercury, Inc. (229) 776-7691		Engine: 4.0 Liter No: Cylinders 6	Fuel Type: Regular Gasoline	
Original Owner ☒	Dealer's City Sylvester	State GA	Zip Code 31791		
Transmission Type 5 speed OD Automatic	☒ Antilock Brakes ☒ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 18-DEC-2010	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 170000 LATCHES/LOCKS/LINKAGES, 162610 STRUCTURE: BODY: HATCHBACK/LIFTGATE: HINGE AND ATTACHMENTS				Failure Mileage 125000	Failure Speed 0
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make	Tire Model (Name or Number)		Tire Size (Example P215/65R15)		
DOT No. (Example: DOTM19ABC036)	☐ Original Equipment ☐ Prior Repair	Failure Location:			
Tire Component Code			Tire Failure Type:		
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE					
Make:		Date Manufactured:		Model No./Name:	
Seat Type:		Installation System:			
Child Seat Component Code:		Failed Part:			
APPLICABLE INCIDENT INFORMATION <i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</i>					
Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Deaths	Reported to Police N	
Narrative Description of Incident(s), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).					
TL* THE CONTACT OWNS A 2002 FORD EXPLORER SPORT. THE CONTACT STATED THAT SHE NOTICED THAT THE REAR LIFTGATE LATCH HINGES WERE FRACTURED AND CAUSING THE LIFTGATE TO IMPROPERLY SECURE THE GLASS. THE VEHICLE WAS INSPECTED BY THE DEALER AND INFORMED THE CONTACT THAT SHE WOULD NEED TO REPLACE BOTH HINGES ON THE REAR LIFTGATE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS APPROXIMATELY 125,000.					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY					
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.					

CUSTMER #: 2252217

136582

of Marietta

INVOICE

869 COBB PARKWAY, S.E.
MARIETTA, GEORGIA 30060SERVICE HOURS
7:00 AM - 7:00 PM
MON. - FRI.
7:00 AM - 4:00 PM
SATURDAYDIRECT
425-54
(770) 422

PAGE 1

HOME: [REDACTED] CONT:N/A
BUS: [REDACTED] CELL:

SERVICE ADVISOR: 2714 ADAM ZBAR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TA	
	02	FORD EXPLORER	1FMYU60E02U [REDACTED]		78212/78212	T55	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN02 DD			19:00 22DEC10			CASH	23DEC10
R.O. OPENED	READY	OPTIONS: DLR:00243 ENG:4.0_Liter_EFI-SOHC					

12:05 22DEC10	15:26 23DEC10	LIST	NET	TOTAL
LINE OPCODE TECH TYPE HOURS				
A INSTALL PASSENGER REAR GLASS HATCH HINGE-PART ORDERED				
LABOR3 LABOR				
1488 CF 2.00		181.00	181.00	
1 2L2Z*98420A68*AA HINGE - GLASS		36.40	36.40	36.40
78212 2.0 HRS REPL PASS SIDE HATCH GLASS HINGE				

CUSTOMER PAY SHOP CHARGES FOR REPAIR ORDER				14.17

Phone Order

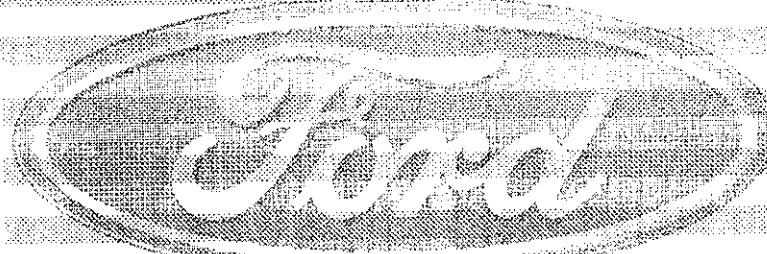
ID: 72470310 Ref #: 0014
12/23/10 15:31:02
Batch #: 958 AVS: ZIP MATCH 2

VISA

CVV2 Code: M

Appr Code: 035108 Invh: 136582

Total: \$ 234.60

Customer Copy
WWW.AUTONATIONDIRECT.COM

MAR 1 4 2011

The manufacturer warrants that it will either provide a replacement part or repair any part or accessory that is defective in material or workmanship. This warranty applies to new or remanufactured parts which are genuine or authorized O.E.M. parts. This Warranty is good for 12 months or 12,000 miles from date of purchase, or installation on the vehicle.

STATEMENT OF DISCLAIMER: The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

DESCRIPTION	TOTALS
LABOR AMOUNT	181.00
PARTS AMOUNT	36.40
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	14.17
TOTAL CHARGES	231.57
LESS INSURANCE	0.00
SALES TAX	3.03
PLEASE PAY THIS AMOUNT	234.60

CUSTOMER SIGNATURE

CUSTOMER COPY

For One Hinge

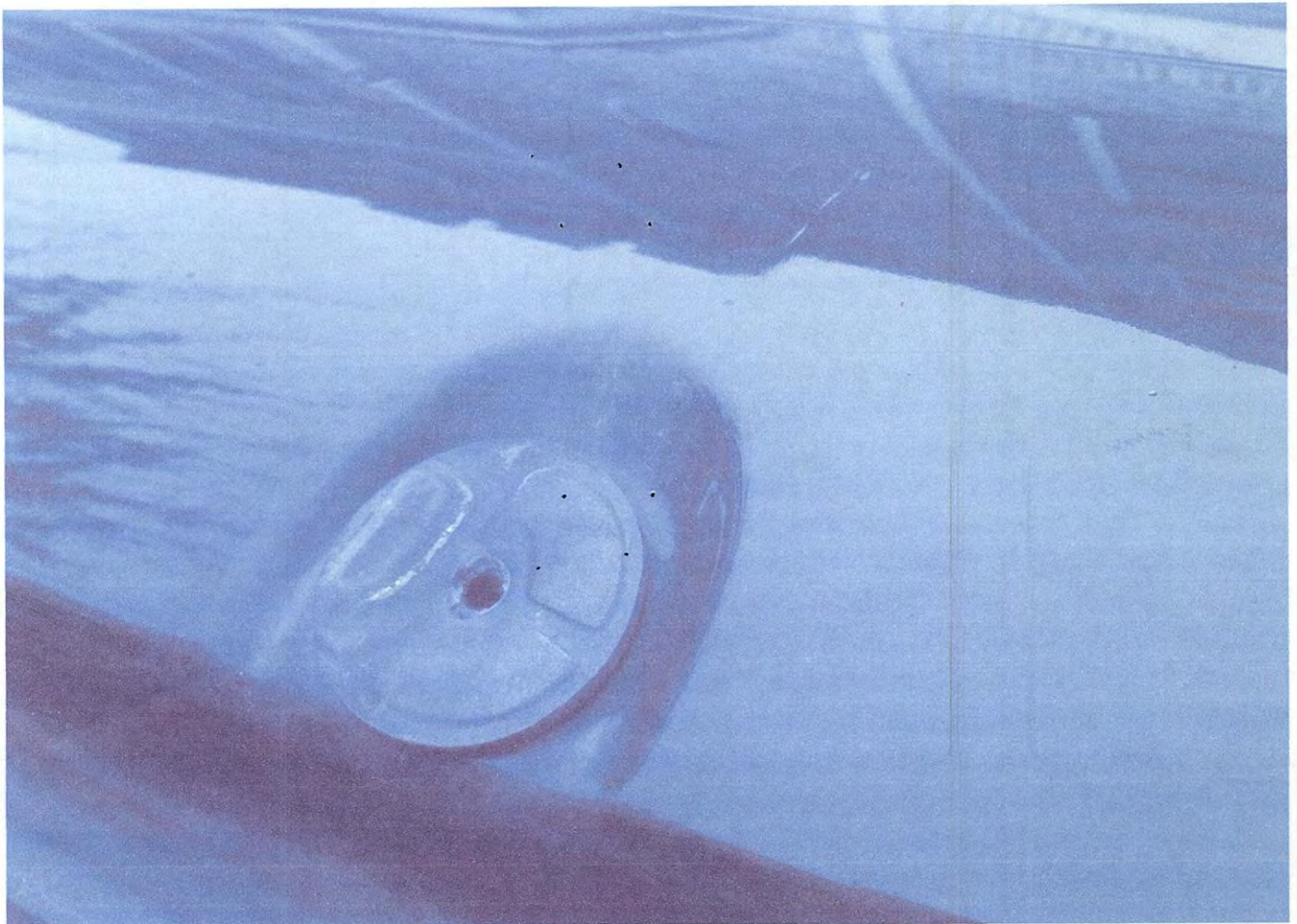


Had to use clear tape to secure glass liftgate to trunk liftgate.

I don't understand how FORD can render this problem as not included in the Recall #04520 since this 2002 was made at a different factory, even though the parts are probably the same.



2/19/2011





no boundaries

www.fordvehicles.com

VEHICLE DESCRIPTION

EXPLORER

2002 2DR SPORT 4X2
SPORT 102 WB
4.0L SOHC V6 ENGINE
5-SPEED AUTOMATIC O/D TRANS

VIN 1FMYU60E02U

EXTERIOR
BLACK CLEARCOAT
INTERIOR
DRK GRAPHITE CLOTH CAP CHAI

STANDARD EQUIPMENT INCLUDED AT NO EXTRA CHARGE

EXTERIOR

- P235/70R16 OWL A/S TIRES
- 16" 5-SPOKE CAST ALUM WHLS
- SPEED SENSITIVE INT WIPERS
- ELEC REMOTE PWR MIRRORS
- PRIVACY GLASS
- LIFT GATE W/ FLIP-UP GLASS
- REAR INT WIPER/WASHER
- REAR WINDOW DEFROST
- BODYSIDE/WHEEL MOLDINGS
- ROOF RAILS, BLACK
- FULL SIZE SPARE TIRE

INTERIOR

- FRONT CLOTH CAPT CHAIRS
- REAR SPLIT FOLDING BENCH
- CARPETED FLOOR MATS
- MANUAL AIR CONDITIONING
- PWR WINDOWS & DOOR LOCKS
- LIFT GATE PWR LOCK/UNLOCK
- SOFT PACK CENTER CONSOLE

- 12V AUXILIARY POWER POINT
- ELEC AM/FM/STEREO/CD/CASS
- FRONT & REAR DOME/MAP LAMPS

FUNCTIONAL

- 4.0L SOHC V6 ENGINE
- 5-SPD AUTO O/D TRANS
- 4-WHEEL DISC BRAKES W/ABS
- 4-PIN TRAILER TOW WIRING
- INDEPENDENT SLA SUSPN-FRT
- MAINT FREE BATTERY W/SAVER
- 16.8 GALLON FUEL TANK

SAFETY/SECURITY

- 2ND GEN DUAL FRONT AIRBAGS
- SIDE IMPACT DOOR BEAMS
- HEIGHT ADJUST SAFETY BELTS
- SECURILOCK ANTI-THIEF
- REMOTE KEYLESS ENTRY

WARRANTY

- 36/36 BUMPER TO BUMPER
- 24 HR ROADSIDE ASSISTANCE

PRICE INFORMATION

Manufacturer's
Suggested Retail Price

STANDARD VEHICLE PRICE

\$23,190.00

KEY STANDARD EQUIPMENT

ORDER CODE 120A
P235/70R16 16" OWL TIRES
AIR CONDITIONING
AM/FM STEREO W/SINGLE CD/CASS
ALUMINUM WHEELS 16X7
POWER WINDOWS/LOCKS/MIRRORS
CONVENIENCE GROUP

OPTIONAL EQUIPMENT

3.73 RATIO REGULAR AXLE
PREMIUM SPORT GROUP
STEP BAR
FOG LAMPS
WHEELS 16" CAST ALUMINUM
SPD CONTROL/LEATHER TILT WHL
PUDDLE LAMPS
AUTOLOCK/RELOCK
REMOTE KEYLESS ENTRY W/KEYPAD
CARGO SHADE
FRONT LICENSE PLATE BRACKET

550.00

NO CHARGE

TOTAL VEHICLE & OPTIONS 23,740.00
DESTINATION & DELIVERY 625.00

Compare this vehicle to others in the **FREE FUEL ECONOMY GUIDE** available at the dealer.

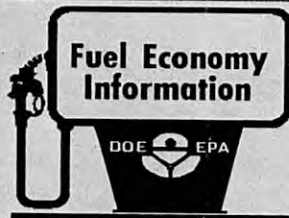
CITY MPG

17

Actual Mileage will vary with options, driving conditions, driving habits and vehicle's condition. Results reported to EPA indicate that the majority of vehicles with these estimates will achieve between

14 and 20 mpg in the city
and between

17 and 25 mpg on the
highway.



For more information see
WWW.FUELECONOMY.GOV

2002 EXPLORER, 4X2,
4.0L SOHC ENGINE
(F.F.S.), 2 DOOR SPORT
& CYLINDERS, FUEL INJECTION,
CATALYST, 5-SPEED AUTOMATIC
TRANSMISSION.

Estimated Annual Fuel Cost: \$1251

HIGHWAY MPG

21

For Comparison Shopping
all vehicles classified as
SPECIAL PURPOSE

have been issued mileage ratings
ranging from 11 to 25 mpg city
and 15 to 31 mpg highway.

TROPHY CASE

**Explorer: Best-Selling SUV
11 Years in a Row**

TOTAL MSRP

\$24,365.00

1FMYU60E02U



**EXTENDED
SERVICE
PLAN**

Ford Extended Service Plan is the ONLY service contract backed by Ford Motor Company and honored by over 5,100 Ford and Lincoln Mercury Dealers. Ask your dealer for prices and additional details or see our website at www.Ford-ESP.com.

OLD TO

Jim Tidwell's World Ford
2205 Barrett Lakes Boulevard
Kennesaw GA 30144

SHIP TO (IF OTHER THAN SOLD TO)

SHIP THROUGH ITEM#: 21-6555 O/T 2

VEHICLE IDENTIFICATION NO.

1FMYU60E02U

DEALER NO.

21B 023

FINAL ASSEMBLY POINT

LOUISVILLE

METHOD OF TRANSP.

CONVOY

ONE

TWO

CS02

THIS LABEL IS AFFIXED PURSUANT TO FEDERAL AUTOMOBILE INFORMATION DISCLOSURE ACT,
GASOLINE, LICENSE AND TITLE FEES, STATE AND LOCAL TAXES AND DEALER INSTALLED OPTIONS ARE NOT INCLUDED.

2H021 N RB 2X 255 006211 08 02 02

8/13/2002